



Tenant Assistance Package

Updated December 2022

This package includes:

- Instructions for Applicant
- Tenant Assistance Policy
- Tenant Assistance Plan, including:
 - Appendix A: Current Occupant Information and Rent Rolls
 - Appendix B: Tenant Correspondence & Requests for Assistance
 - Appendix C: Freedom of Information and Protection of Privacy Act Guidelines
- Tenant Request for Assistance Form
- Sample Letter to Tenants
- Tenant Relocation Guide
- Final Tenant Assistance Report



Instructions for Applicant

Step 1: Pre-Application

- ❑ **Review applicable policies**
 - Review the rights and responsibilities of landlords and tenants as set out in the provincially regulated [Residential Tenancy Act](#).
 - Review the City of Victoria's [Tenant Assistance Policy](#) and all documents in the Tenant Assistance Package.
 - Determine tenant eligibility according to the *Tenant Assistance Policy* (3.2).
- ❑ **Pre-application meeting with City Housing Policy Staff**
 - It is recommended that applicants request a pre-application meeting with City Housing Policy Staff to understand the policy as it will apply to your project. Contact Housing Policy Staff at housing@victoria.ca to set up a meeting.
- ❑ **Begin communicating with tenants and developing a Draft Tenant Assistance Plan (TAP)**
 - Inform tenants of the intent to redevelop, in writing, if you haven't already done so. Consider using the *Sample Letter* provided in this package. Meeting with tenants in person is highly recommended.
 - Please share these documents with tenants:
 - *Tenant Assistance Policy*
 - First draft of the *Tenant Assistance Plan (TAP)*
 - *Tenant Request for Assistance Form*Allow tenants adequate time to ask questions and to carefully consider their responses. It is important that tenants understand the minimum policy expectations and be provided with an opportunity to request additional assistance.
 - The party responsible for gathering tenant information must sign the *Freedom of Information and Protection of Privacy Act Guidelines* (Appendix C to the Plan) and submit as part of the TAP.
 - Make the [Tenant Relocation Guide](#) available to tenants, and point them to the [City website](#) with information for tenants.



Step 2: Tenant Assistance Plan Submission

- ❑ **Submit the Draft TAP in advance of or with the rezoning application, including all Appendices, directly to housing@victoria.ca. Do not submit the TAP to the Development Services counter.**
 - Housing Policy Staff require submission of written correspondence from tenants, including completed Tenant Request for Assistance Forms, in order to confirm that policy expectations have been met.
 - Housing Policy Staff will provide comments on the draft TAP. If needed, applicant will revise and resubmit the TAP to address staff comments. The applicant is responsible for keeping tenants informed about significant changes that impact them throughout this process.
 - Share the Final TAP with tenants and inform them that this plan will be attached to a staff report for Council consideration (excluding any Appendices, to protect the privacy of tenants).

Step 3: Development Approvals

- ❑ **Notify tenants that the TAP has been approved.**
 - Once your rezoning/development application and TAP have been approved, notify your tenants and confirm details of the approved plan.

Step 4: Implementation

- ❑ **Give notice and implement plan**
 - Follow the Residential Tenancy Act legislation when issuing notice to end tenancy, and complete all steps in your TAP.

Step 5: Final Report Submission

- ❑ **Submit the Final Tenant Assistance Report**
 - Prior to Occupancy Permit issuance, submit the [Final Tenant Assistance Report](#) to inform the City of how the plan was completed.